



# Community Partners 2007 Annual Report

*Celebrating 25 years of service to Strafford County residents.*

*Fall 2007*

## Board of Directors

### Officers

Michael Potter, *President*

Ken Muske, *Vice President*

Jonathan Torrance, *Treasurer*

Greg Burdwood, *Secretary*

### Directors

David Andre

Gregory Betts

Mark Currier

Anne Delaney

Jeffrey Langley

Ann Landry

Michael Lessard

John Lowy

Nancy MacLean

John McCooney

Paula McWilliam

Edward Mulligan

Michael Nye

Christopher Roundy

Constance Slater

Matthew Sylvia

Lt. Kevin Willey

## *From Michael Potter, Board President and Brian Collins, Executive Director*

Twenty-five years ago, Developmental Disabilities Services of Region IX, Inc. began providing community-based care for people with developmental disabilities, many of whom were residents of Laconia State School. Since then, this organization has expanded its mission in a number of ways. We have added services for persons with acquired brain disorder, a Partners in Health program, and in 2001, we also became the Community Mental Health Center for Strafford County. Most importantly, however, we have provided services to thousands of Strafford County residents and their families.

The past twenty-five years have seen many changes and we can only speculate what the next twenty-five will bring. While the external environment remains uncertain, we are sure that some things will not change. The

dedicated employees who make our work possible, a devoted Board of Directors, and a steadfast commitment to a mission that began in 1982—all of these will remain constant.

It seems fitting that Senate Bill 138, regarding the elimination of the Developmental Services Wait List, passed in the year of our twenty-fifth anniversary of Developmental Services. Many individuals and families received some relief when this bill was signed into law on July 27, 2007. The level of funding provided should eliminate the Wait List within three years.

Community Partners, and many of the families we serve, participated in successful statewide educational efforts to see this come to fruition.

Our recently completed Strategic Plan, encompassing the next two years, includes goals that focus on responsive services to our constituents, our development as an organization, and quality

improvement. To this end, we continue to examine ways to improve access to care for our consumers and families. We will evaluate the training and education needs of our employees and other stakeholders and the effect of external regulatory changes on our services.

Both of us are thankful to the Board of Directors for their commitment to our organization. It is a privilege to work with them on behalf of the people we serve. Finally, Community Partners would like to take this opportunity to thank Michael Potter for his work as President of the Board of Directors. We are grateful for his tireless work on our behalf, first as Treasurer and then as President.



*Susan LaRochelle of Artstream, Taylor and Sarah paint wooden tiles for the artwork created for the Family Resource Center at CHaD at Wentworth-Douglass Hospital.*

Community Partners  
Providing behavioral health and  
developmental services to Strafford County.

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Dover, NH 03820

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Website: [www.communitypartnersnh.org](http://www.communitypartnersnh.org)



# Our Employees



Community Partners' Directors Team

Front Row, Left to Right: Brian Collins, Kathleen Stocker, Pamela Dushan, Judith Geaghan, Laura McCarriston, Karen Dufour, Mark Guptill

Back Row, Left to Right: Gary Chandler, Janet Salsbury, Wanda Nadeau, Nancy Morse, Suzanne Iverson, Judy Mettee, Nathan Gilfenbaum

Not Pictured: Dr. Robert Allister, Deirdre Watson

20 Years of Service

Theresa Hodgdon

Deirdre Watson

15 Years of Service

Barbara Dusek

Russell Scott

10 Years of Service

Barbara Gifford

Judy Mettee

Christina Smith

Lee White

5 Years of Service

Dennis Barry

Maureen Berube

Erin Bowen

Herbert Clark III

Amy Cook

Laurel Dean

Linda French

Doug Gero

Mark Guptill

Patricia Haendler

Jeanne Haskins

Melissa Henderson

5 Years of Service

Greg Hesse-Stromberg

Kerri Hills

Tanya Hunt

Lauren Jacoby

Shawna Lewis

Waking Michel

Nancy A. Morse (CSS)

Joanne Rodis

Marc Wilbur

Paul Winship

Wendy Winslow

Deborah Yuknewicz-Boisvert

Directors

Brian Collins, *Executive Director*

Kathleen Stocker, *Chief Financial Officer*

Nancy Morse, *Chief Operating Officer for BHS*

Judy Mettee, *Chief Quality & Compliance Officer*

Dr. Robert Allister, *Medical Director*

Gary Chandler, *Quality Improvement, BHS*

Karen Dufour, *Long-Term Services*

Pamela Dushan, *Case Management*

Judith Geaghan, *Acute Care Services*

Nathan Gilfenbaum, *Quality Improvement, DS*

Mark Guptill, *Information Technology*

Suzanne Iverson, *Early Supports & Services*

Laura McCarriston, *Adult Services*

Wanda Nadeau, *Human Resources*

Janet Salsbury, *Clinical Services*

Deirdre Watson, *Family Support Coordinator*

*Most Outstanding Contributor  
to the Mission 2007*

Judi Rogers

Emergency Services  
Clinician



The Second Annual Employee Appreciation Event, held at Spring Hill in South Berwick, was an afternoon filled with camaraderie and fun.

## Department Highlights & Successes

### *Adult Services*

Upon the arrival of a new Director in February, a Day Services Summit helped to assess programs and make necessary changes to improve service delivery, resulting in the hiring of therapeutic professionals to make recommendations for day program development. The team initiated a goal of increasing employment outcomes for our clients and established a core group to lead this process. A newsletter was developed to improve communication to Home Providers, who provide homes to over eighty of our residential clients. We added several positions to support the clients coming off of the Wait List. Finally, we are looking forward to the opening of the Crosby Community Office, which will house the Residential Team, a Day Program, and the Community Support Program.

### *Case Management*

Working together with the Adult Services Team, DS Case Management helped twenty-five clients coming off of the Wait List transition into services. The team continues to work diligently to ensure that clients who are living on their own have social and recreational opportunities, and hosted another successful Camping Trip in August with fifteen individuals. Case Managers are focused on utilizing more community resources to support these clients and have increased their networking efforts with other human service agencies and the community. In FY07, Case Managers helped sixty clients receive routine and emergent dental care through a grant from United Way of the Greater Seacoast.

### *Family Support*

The Family Support Team worked with over 300 families in FY07. There are now ten families on the In-Home Support Waiver, and a new part-time position was created for the In-Home Support program. In the past year, fifty families were in the Medicaid Respite program and another 100 families received regular respite funds. The Family Support Council funded summer recreation scholarships to seventy families. By matching Family Support funds with Medicaid funds, we created a new position to provide service coordination to families. We collaborated with other agency programs to host a Transition Series for families. Continuing our tradition of helping families in need, we were successful in getting holiday donations, adopting families, and participating in the Annual WHEB Food Drive.

### *Partners in Health*

Partners in Health, through a grant from The Hood Center for Children and Families at Dartmouth-Hitchcock Medical Center, collaborated with Wentworth-Douglass Hospital in the creation of its Family Resource Center at the new CHaD Clinic. The clinic, designed to serve children with chronic health conditions, who currently have to travel great distances for treatment, is scheduled to open this fall. In addition, Partners in Health worked with sixty families in Strafford County who have a child with a chronic health condition. Working together, the PIH Advisory Council and FS Advisory Council sponsored several family events over the year, including a summer picnic, a fall hayride, and snow tubing.

### *Early Supports & Services*

In FY07, this program served the largest number of children with autism in its history. From January to July 2006, ten children with autism received services, whereas in past years, eight children were enrolled in the program all year. The staff experience base for this program was expanded to include a certified autism specialist, a Master's level social worker, and a nurse. The pressure regarding program compliance measures has been great, and despite being challenged by low numbers of staff, Early Supports & Services continues to serve an increasing number of children each year.

### *Youth & Family Services*

YFS increased its numbers served from 507 in FY06 to 612 in FY07. Our team began to implement Trauma Focused Cognitive Behavioral Therapy, a children's evidence-based practice focused on helping children who have faced trauma in their lives, this year. We increased our summer recreation program, and served twenty-four children in eight programs. The school-based therapy programs in Barrington and Somersworth are successful and continue to grow. In the last fiscal year, there was a 50% increase in referrals to these programs within the school districts. Finally, given the difficulty of recruiting child psychiatrists in the region, we were pleased to hire two doctors to replace the outgoing psychiatrist.

### *Community Support Program*

The CSP Team successfully implemented the Illness Management and Recovery evidence-based practice this year, and Community Partners was the recipient of an award from the Bureau of Behavioral Health for having the largest numbers of clients enrolled in the program. Clinical and quality trainings have taken a front seat in CSP over the past year and will continue to do so in the coming year. We are excited about improved coordination with the vocational team, which meets weekly with the clinical teams to improve communication and design tailored interventions for clients.

### *Long-Term Services*

Behavioral health services need to be flexible and responsive in addressing a continuum of supports to a wide variety of consumers. For some, a period of acute, intensive supports may be necessary to help them regain independence and community integration following a hospitalization. Once stabilized, some people may then be able to transition to the Community Support Program. For others, a history of mental illness requires ongoing rehabilitative, wraparound, long-term and/or intensive supports to help them move toward personal recovery. Older adults may have specialized needs related to long-term mental illness, physical health, or medical complications, as well as other issues related to aging. The newly reorganized Department of Long-Term Services includes the Assertive Community Living Team, the Elders

Team, the NH Hospital Liaison, and the REAP Counselor.

### *Acute Care Services*

Acute Care Services is the point of entry for behavioral health care. Within this group, an array of mental health services are offered based on the individual's level of need. For example, some of the people served by Community Partners are admitted through an Emergency Services contact. Others contact our Admissions Department and receive a telephone consultation prior to being given an intake appointment. The type of care is based on a number of factors including the nature of the presenting problem, age, and residence. Acute Care Services also includes Customer Service Representatives who assist potential clients with insurance and other aspects of their financial responsibility. During FY07 approximately 600 people completed the admissions, application, and intake process.

### *Quality Improvement*

Quality Improvement (QI) operates from a number of key areas. One such area is assuring that, as a human service organization, we are able to provide comprehensive assessments, timely response, and quality services that lead to positive results for the people we serve. Efficient workflow and quality of work are essential factors which impact the quality of services provided. Staff training and competency are another key area. It is our responsibility to maintain a workforce that is trained with a wide breadth of knowledge and skills to meet the diverse needs of the people we serve. The QI Team follows all State and Federal regulations and sets an internal standard of practice through policies and procedures. We are continuously exploring ways to obtain feedback, gauge satisfaction, and identify gaps and perceived needs of our constituents. Internally, we look to surveys and audits to review our services. We are responsive to the feedback we receive in order to ensure a continuous quality improvement environment.

### *Information Technology*

After many long months of planning, we are implementing a new telecommunications system this Fall. This ongoing process has focused on increasing access to care for our clients and eliminating their frustration with calling multiple offices for various services. With the new system, clients, families, and the community will call one central telephone number and will be transferred to the appropriate office. Another major project for IT has been increasing the use of the agency database within the Developmental Services Teams. This was implemented in the spring and all teams are now using this resource as we progress to an electronic health record.

***Financial Highlights  
Fiscal Year 2007***

***Revenue***

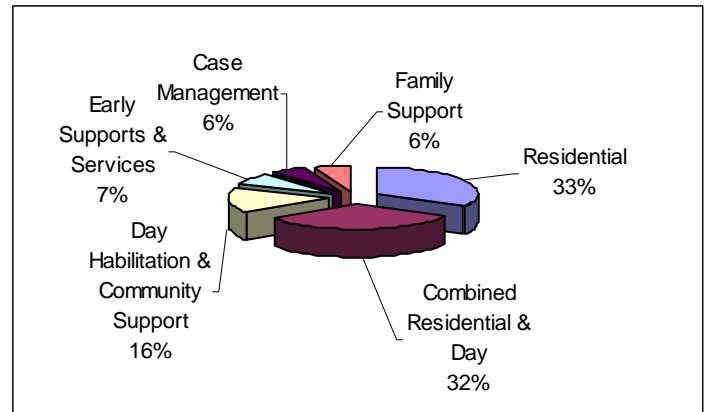
Medicaid	15,635,216
Client Resources	1,307,727
State Contracts	496,524
Other Contracts	636,506
Grant Income	408,507
Medicare	186,722
Interest Income	69,481
Public Support	46,134
<b>Total Revenue</b>	<b>18,786,817</b>

***Expenses***

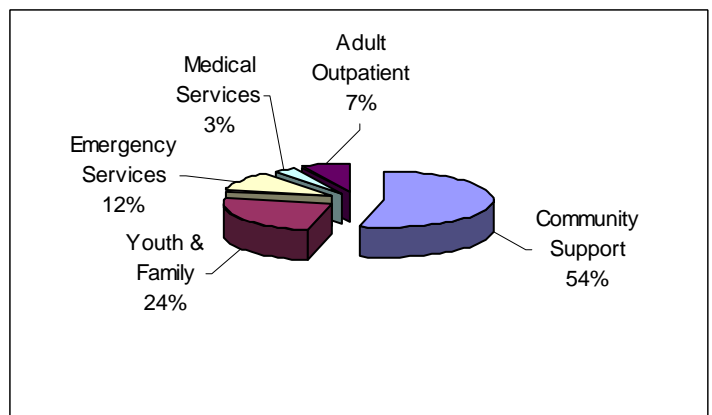
Personnel	10,603,337
Client Tx & Assistance	3,889,063
Subcontractors	1,796,351
Professional Fees	217,578
Staff Dev & Training	184,199
Occupancy & Equipment	668,600
Supplies	175,449
Depreciation	385,449
Telephone & Communication	235,215
Transportation	363,055
Insurance	155,153
Other Expenses	77,803
<b>Total Expenses</b>	<b>18,751,252</b>

Increase in Assets 35,565

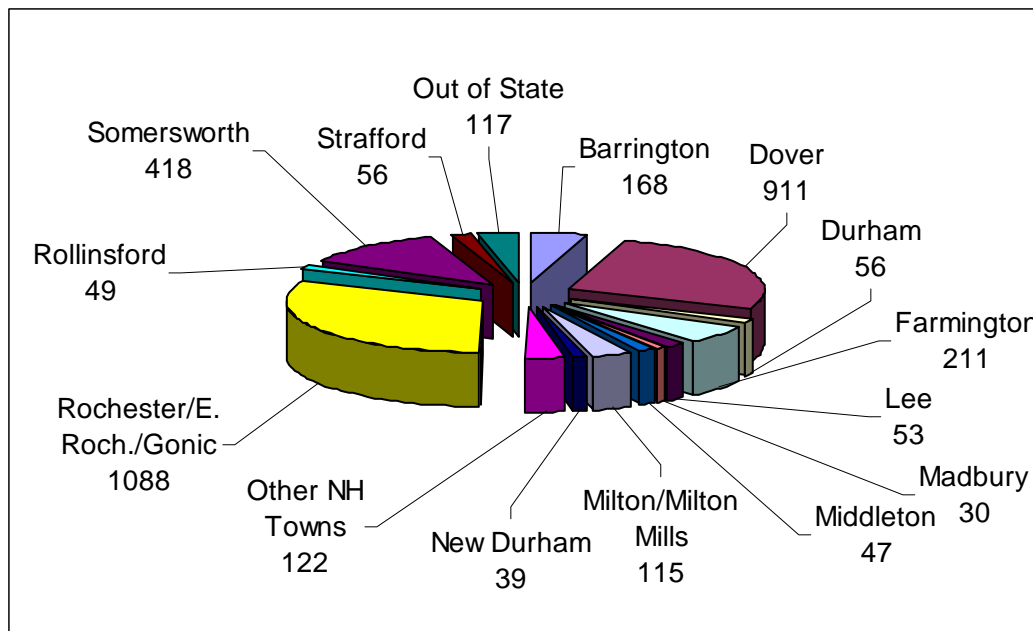
***Developmental Services Programs by  
Percentage of FY2007 Expenses***



***Behavioral Health Programs by  
Percentage of FY2007 Expenses***



*Clients Served in FY2007 by Town of Residence*



**Total 3,480**

**Grants Received in Fiscal Year 2007**

**United Way of the Greater Seacoast**

\$47,000 for the Adult Outpatient Program Indigent Fund and Developmental Services Dental Fund.

**U.S. Department of Housing and Urban Development (HUD)**

\$143,815 for renewal of Family Transitional Housing program.

\$85,865 for renewal of Academy Street permanent supportive housing program.

\$42,097 for renewal of Tideview Condos permanent supportive housing program.

**New England Foundation for the Arts**

\$1,406 for performance of *Fred Garbo Inflatable Theatre* at the Rochester Opera House.

**New Hampshire Charitable Foundation**

\$4,450 for equipment and marketing for The Yard Keepers Landscaping Program.

\$10,400 for home modifications for people with disabilities.

**Liberty Mutual**

\$5,000 for performance of *Fred Garbo Inflatable Theatre* at the Rochester Opera House.

**Endowment for Health**

\$18,288 for Planning Grant and \$110,729 for Theme Implementation Grant for the Alliance for Community Transportation's regional transportation brokerage (assisted with writing of application).

**New Hampshire Partners in Health**

\$15,000 for Family Resource Center at CHaD at Wentworth-Douglass Hospital.

**Strafford County Commissioners**

\$25,000 for Emergency Services.

**TD Banknorth Charitable Foundation**

\$5,000 for capacity-building activities of Developmental Services Self-Advocates Group.

**Community Development Block Grant-City of Dover**

\$11,500 for security deposits and first month's rent for homeless individuals and families with mental illness.

**Community Development Block Grant-City of Rochester**

\$7,000 for rental assistance for homeless individuals and families with mental illness.

**New Hampshire Department of Transportation**

\$48,000 for accessible vehicle.

**Anna Philbrook Children's Fund of New Hampshire Charitable Foundation**

\$750 for recreational opportunities for Youth and Family Services.

**Target Corporation**

\$1,500 for literacy kits for Family-Centered Early Supports and Services.

## Our Donors (as of September 1, 2007)

Kunigunde Allister	Jen DiVincenzo	Joan Hill	Philippe & Florence Morrisette
RJ Allister, MD	Douglas Dodd	Tony & Louise Hirsch	Edward & Marilyn Mulligan
David Andre	Domino's Pizza	David Hollander	Phyllis Murphy
ATECH Services	Pashalis & Hefila Doukas	Paula Ickeringill & Wendy Turner	Ken Muske
Laurie Balatsos	Paul & Karen Drapaniotis	Janet & Gerald Illig	Northeast Printing Service
Karen & Harvey Bernier	David Dubois	JDR	Papa Gino's
Better Forms & Printed Products	Jennifer Dunnells	Sandra Keans	Karen Papetda
Gregg Betts	Dupont's Service Center, David Dupont	Kids Care Club	Lorraine Parker
Lewis R. Bloom & Clay Tedeschi Foundation	Samantha Eldredge	Martha Krawczyk	Jean Pease
Bob's Discount Furniture	Peter Eldredge	Ann & David Landry	Janet Perry
Rita Boucher	eScrip	Jeffrey Langley	Hugh Philbrick
Edward & Diane Brisard	Federal Savings Bank	Lawrence & Judith Larkin	Michael & Diane Potter
Jim Brown	Flatbread Company	Jeff Lavoie	Professional Firefighters of Merrimack
Gregory Burdwood	Dr. David Flavin, MD	Leone, McDonnell & Roberts	Todd & Lesley Ringelberg
Beverly Burdwood	Kristy & Kevin Foley	Liberty Mutual Insurance	Ronald Risi
Jesse Burdwood	Nathan Gilfenbaum	Meghan Lindsay	Rochester Lodge of Elks
Burns, Bryant, Hinchey, Cox & Rockefeller	Goodsearch	Joseph & Peggy Mace	John & Karen Salter
Care Pharmacy, Frank Cassidy	David Goodwin	M. Kevin & Kristen MacLeod	Anonymous
Charles P. Chauvel	Regis & Richard Gordon	Paul Maguire, MD	Ruth Sample
Clafin Janitorial Service	Great Bay Gallery	Rudolph Mayo	Linda Sciera
Anonymous	Martha Green	John McCooey	Stuart Shaines
Creative Adaptions, Inc.	Samuel & Elizabeth Hagner	McDonald's	Sara & Kevin Sheedy
Mark & Debbi Currier	Sandra Hall	Malva McWilliam	Constance Slater
Anne Delaney	Jane Hamor	Paula McWilliam & Restituto Malonzo	Anonymous
John & Paula Deplanche	Matthew Duprey	John & Judy Mettee	Strafford Farms Restaurant
Anonymous	Jeanne Haskins	Dr. Joseph & Mrs. Miller	David & Laura Sutton
	Kim & Jeff Hede	Pat & Robert Moore	Louise Tanguay

## In-Kind Donors

Richard & Reese Ager	Dottie Clark	Paula Herbeck	Becky Pelletier	Mr. & Mrs. Anthony Tedeschi
RJ Allister, MD	Coca-Cola Company	Hilltop Fun Center	Jeff & Robin Pitcairn	ThermoDynamics
Barnes & Noble Booksellers	William & Judy Cole	Karen Horwath	Poland Springs	Thomas Norman, The Auto Market
Barrington Community Childcare	Amy Cook	IOS Business Center	PowerHouse People	Jonathan & Cathleen Torrance
Ben Franklin Crafts	Corporate Express, Inc.	Lenscrafters	Anonymous	Jeanine Towle
Jesse Burdwood	Pashalis & Hefila Doukas	Lindt & Sprungli, USA, Inc.	Patty & Rob Ross	Doug Wallenty
Lee Burke	Dover Bowl	Pat & Robert Moore	James Schliestett	Kristen Welch
Tracy & James Carroll	Jennifer Doyon	Mount Washington Cruises	Heather & Paul Stanley	WHEB
Central Paper Products	Juanita Elliott	Northeast Credit Union	The Cat Doctor	Katie Wheeler
Children's Museum of Portsmouth	Halen Gori	Northeast Health Care Quality Foundation	The Works Athletic Club	Kevin Willey
	Great Bay Gallery	OshKosh B'Gosh	Wentworth Greenhouses	Kathy Wotten
	Kate Haley		White Lake State Park	

## Development News

Community Partners' development efforts are relatively new but growing steadily. In Fiscal Year 2007, the newly created Development Committee of the Board of Directors introduced some new initiatives. These include:

- Sending a Fall Appeal to stakeholders in Developmental Services.
- Collaborating with the Rochester Opera House to sponsor *Fred Garbo Inflatable Theatre* in March 2007.
- Including the entire organization in development efforts. Clients and families will be asked if they wish to receive communications from us.
- Asking the community in which we provide services to contribute to our mission.

The recently established Community Partners Foundation will become a means for the organization to receive gifts. The Board of Directors is committed to establishing a strong Foundation. We look forward to its success in the coming year.



*Liam, a child enrolled in Early Supports & Services, enjoys some quality time with a book. We are grateful to Target for their support of our literacy initiatives.*

### *How can I help Community Partners?*

There are several ways to support Community Partners and its mission. The chart below outlines several opportunities. We encourage you to contact Jane Hamor or Kristen Welch at 603.749.4015 to discuss how you can make a difference.

<b>Do you want to:</b>	<b>Then you can:</b>	<b>The outcome is:</b>
Give a straightforward gift?	Write a check to the Community Partners Foundation.	The joy of giving and an income tax deduction.
Contribute to the professional development of our staff?	Make a gift to The Dale J. Tedeschi Memorial Fund.	The knowledge that you are helping dedicated professionals increase their knowledge and an income tax deduction.
Support Community Partners and avoid tax on capital gains?	Contact us for information about contributing stock or other securities.	A charitable deduction, no capital gains tax, and the knowledge that your investment is making a difference.
Give a gift that lasts a lifetime?	Make a bequest to Community Partners in your will or consider donating a life insurance policy.	Comfort in knowing that you have given an everlasting gift to a worthwhile mission and minimized estate taxes.

*Please consult a tax professional for specific information regarding deductions and income tax benefits.*

*Community support is our strongest ally. Your gift is truly appreciated.*

## Celebrating 25 years of service to Strafford County residents.

Community Partners  
Suite One, Forum Court  
113 Crosby Road  
Dover, NH 03820



Families enjoyed the day during the Annual Developmental Services Summer Outing, held at The Works in Somersworth.

### Business Community *The following businesses support our vocational efforts by employing our clients.*

Rochester VNA	Asia Restaurant	Profile News
Irving/Blue Canoe	Waste Management (Rochester & Auburn)	Park Nameplate
Cleary Cleaners	Hannaford Supermarkets (Dover & Rochester)	Barrington Cinema
University of New Hampshire	Boston Felt	Regal Cinemas
Shear Power	Homemakers	Kohls
Rochester Recreation Department	Frisbie Hospital	Key Auto
Dover Brick House	Three Chimneys Inn	RGIS
Dover Rehab	Odyssey House	Rite Aid
Fiddlehead Farms	PACE Program	Burger King
YMCA	HUB Family Resource Center	Care Pharmacy
Coheco Valley Humane Society	Perkins Concrete	Clean Country
99 Restaurant	Target	Market Basket (Lee & Somersworth)
Somersworth Library	Army ROTC	McDonald's
St. Anne's Home	Marines ROTC	Papa Bear Car Care
Jockey Outlet	Passport Center	Young's Restaurant

### Our Mission

*is to promote respect, wellness, full inclusion, & empowerment of individuals & their families who experience mental illness, emotional distress, developmental disability, chronic health need, or acquired brain disorder.*

*By identifying and creating opportunities for people, in close collaboration with a network of local agencies, we will promote independence and interdependence and help the people we serve to realize their maximum potential. We are committed to educate the community at large about our mission.*

*The agency will provide staff with opportunities for professional growth so they may contribute to the overall achievement of the agency's mission.*